SysAid®

Your IT, **Centralized!**

Alan Cabessa
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SysAid

Accredited & Vetted

Founded in 2002, SysAid has been reviewed and accredited by industry analysts as a mature leader in ITSM.

SysAid

THE
Mid-Market
ITSM
Leader

Daily, SysAid helps customers through an average of

- **100,000** new tickets
- **82,000** IT professionals
- **5,000** organizations
- **7,700,000+** end users
- **9,000,000+** assets

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Some Common **ITSM Challenges**

What are your challenges?

- Decentralized IT
- Custom requirements
- Compliance with ITIL / lack of workflows
- Weak reporting & business intelligence
- Time-consuming processes
- End-user confusion

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Factors Affecting Your MTTR

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What's the Concept of Gross MTTR?

Gross MTTR was used for our study to keep it **simple and universal**, and easy to compare.

- Easy tracking, from Ticket Open Date to Close Date
- Working hours (Time to Resolve) not included
- Goal was to track improvement in gross MTTR over a long period of time

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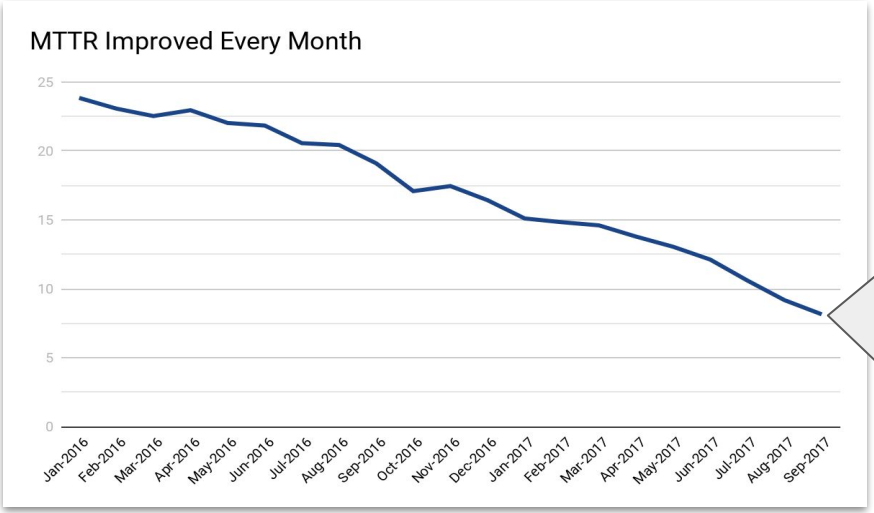
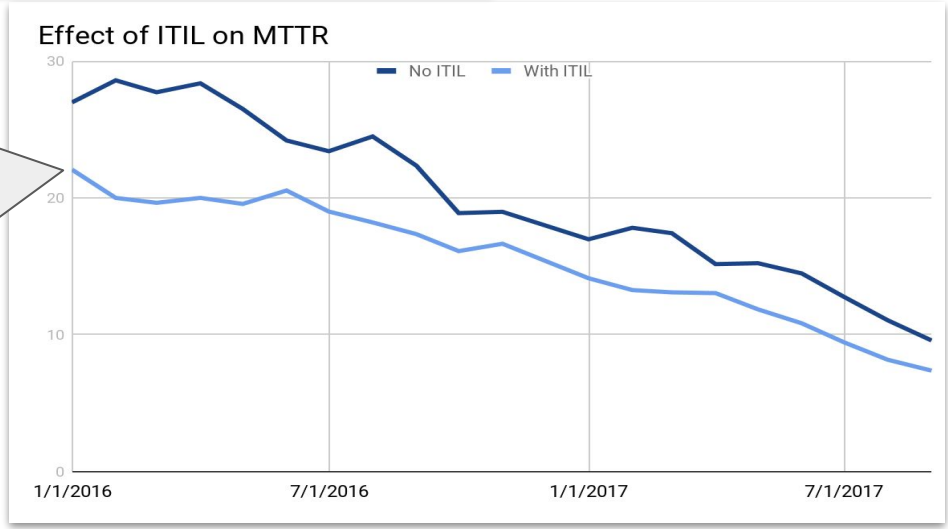
Using SysAid Will...

Lower Your MTTR



We tracked 67 new SysAid clients starting in January 2016. Their MTTR improved each month!

Those who implemented ITIL were **better from Day One!**



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Best Practices =

Best Returns on Investment

	MTTR with SysAid	MTTR without SysAid	Net Improvement
Asset Management	8.49	11.7	28%
Password Services	7.95	10.42	24%
Monitoring	8.29	10.67	23%
Escalation Rules	8.89	10.75	18%
ITIL (Requests/Incidents)	8.26	10.48	22%

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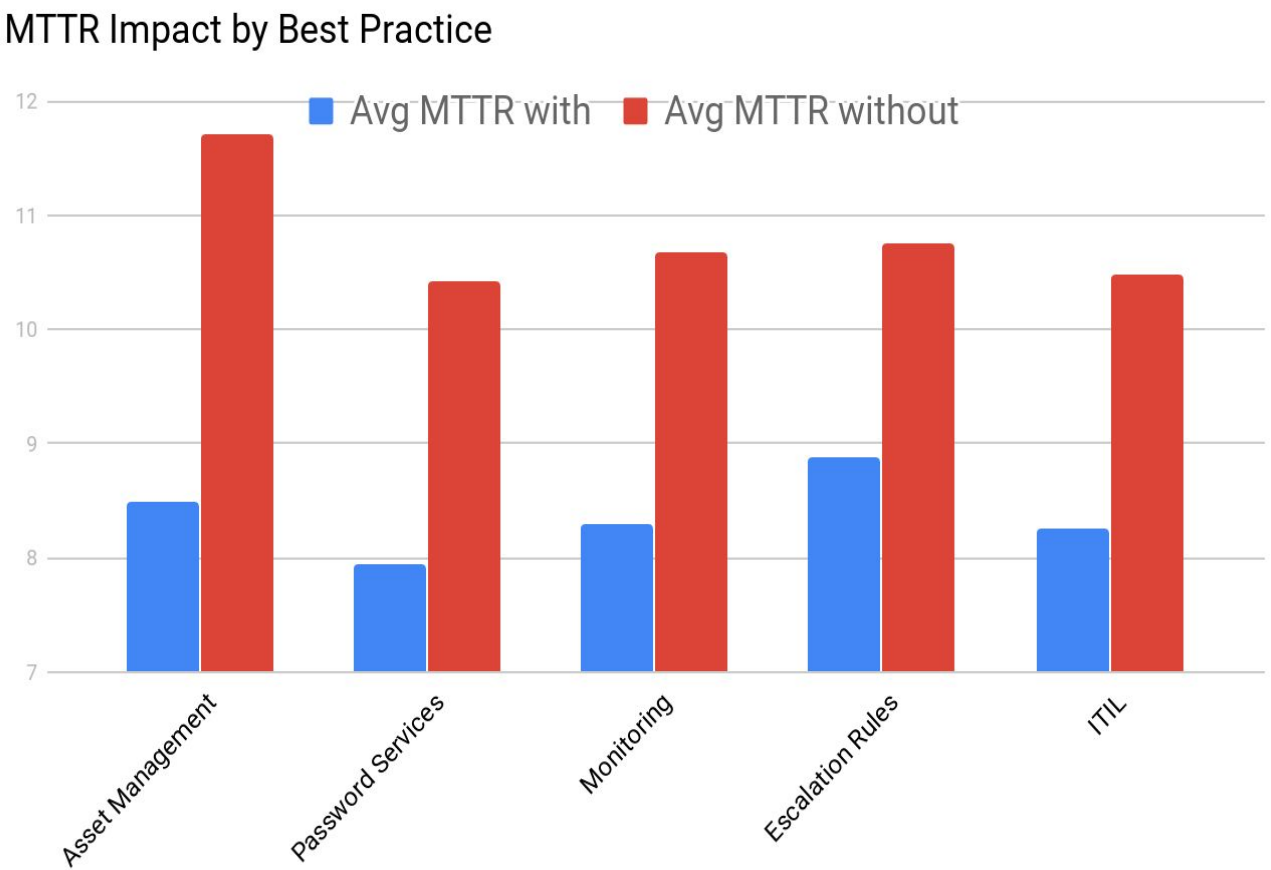
Best Practices =

Best Returns on Investment



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No Other ITSM Vendor Offers...

SysAid Is Unique

- On-Prem, Cloud & Managed Services
  - Migrate: Cloud ⇐⇒ On-Prem
- Go Live in days or weeks
  - Average 5 to 20 Days
- Real IT asset inventory based on end-point technologies
- Codeless configuration
- Unlimited custom fields/form
- Granular data security & visibility

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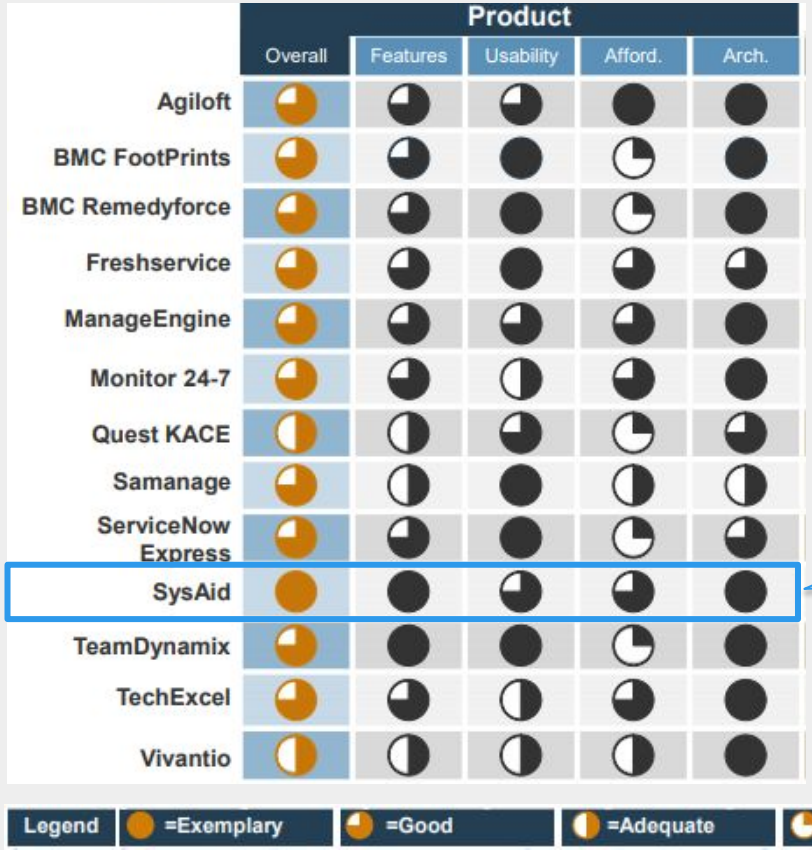
INFO~TECH RESEARCH GROUP

2017 Vendor Landscape: Service Desk Software



SysAid® ranked as the *only* solution with an *"**Exemplary**" score !!!*

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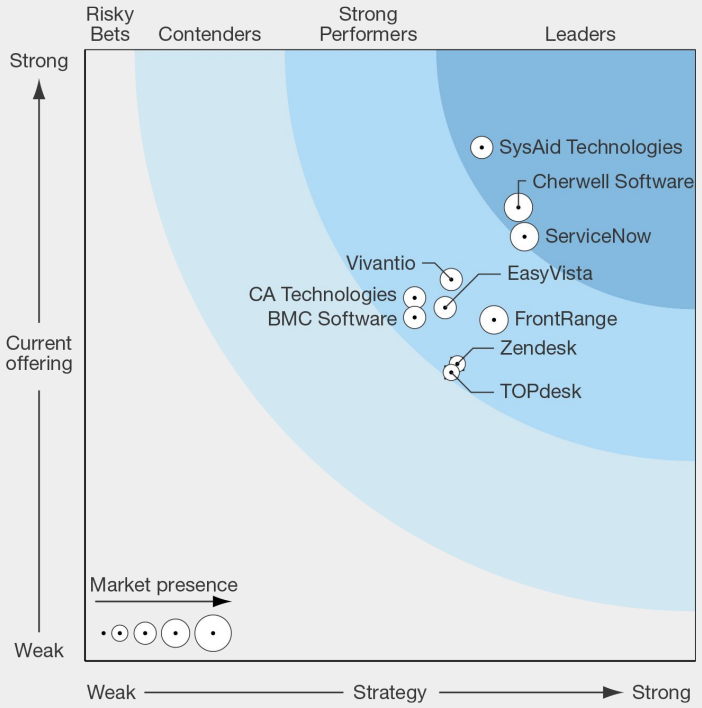
FORRESTER®

SysAid was awarded the highest score for

- Current offering
- Scope of predefined services
- Client feedback on value for money

THE FORRESTER WAVE™

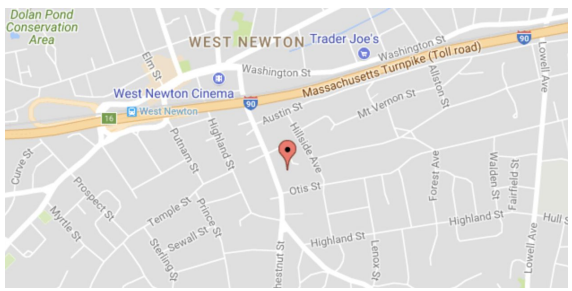


SysAid®

Proudly supporting 5400+ ITSM customers in 140 countries, using SysAid in 42 languages

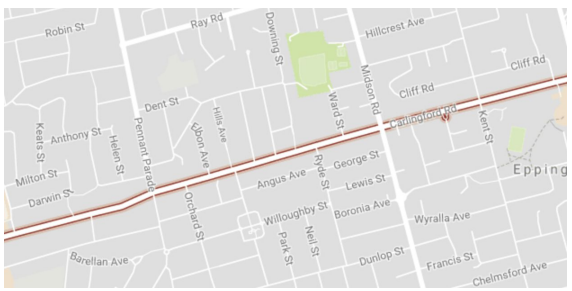
Where Can We Place Your Pin?

Global Locations



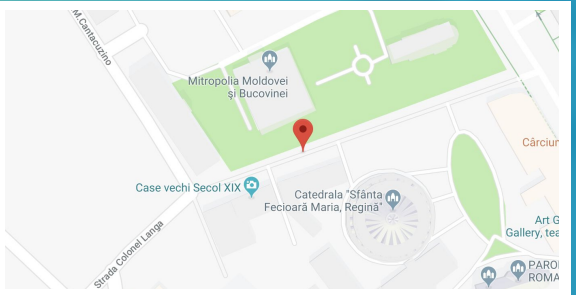
United States | +1 (800) 686-7047

128 Chestnut Street Newton, MA 02465 USA



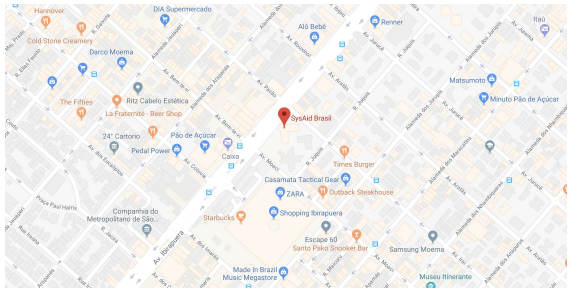
Australia | +61 (2) 8073-5023

PO BOX 4064 CARLINGFORD NORTH NSW, 2118 Australia



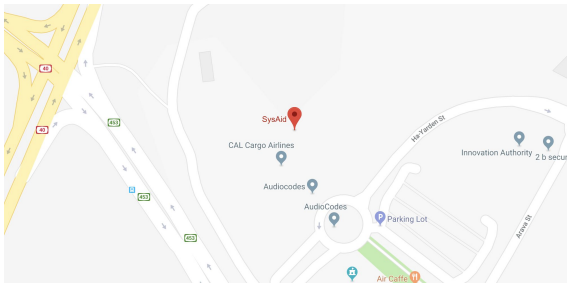
Romania | +44 (200) 222-7769

Colonel Langa street, number 17, iasi, zip code: 700065



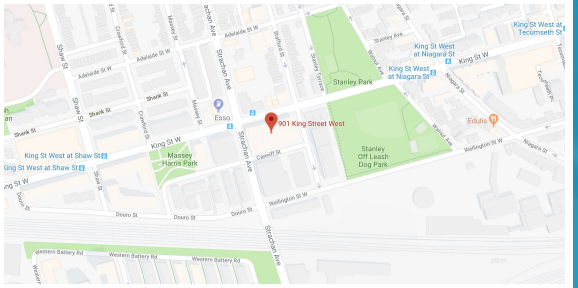
Brazil | +55 (11) 4329-9812

Av. Ibirapuera 2907 cj. 603, Moema 04029-200 Sao Paulo Brazil



Israel | +972 (3) 533-3675

1 HaYarden Street Airport City, 70100 Israel



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Introduction to SysAid

SysAid®

Thanks!

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